

# Public Board Minutes

**Tuesday 26<sup>th</sup> July 2022**

13:30 – 15.30

People First Conference Centre – Link available Via Zoom / Microsoft Teams

## Attendees

### People First Trustees

John Mills (JM) – Co-Chair

Steven Corlett (SC) – Co-Chair

Mark Sykes (MS) – Trustee

John Fell (JF) – Trustee

Ted Cole (TC) – Co-opted Trustee

Paul Wiggins (PW) – Trustee and Company secretary

### Attendees

Lindsay Graham (LG) – Healthwatch Lancashire, Healthwatch Cumbria and Advocacy Director

Kerry Prescott (KP) – Healthwatch Lancashire Senior Manager

Oliver Pearson (OP) – Healthwatch Cumbria Manager

Rimpy Batta (RB) – Strategic Lead for Healthwatch Together

Harry Harrison (HH) – Inclusion Director

Jodie Ellams (JE) – Healthwatch Lancashire Team Leader

## Supporting Officers

David Blacklock (DB) – CEO of People First

Kate Hodges (KH) – Note taker

## Apologies:

Louise Townson (LT) – Trustee

Fred Willenius – (FW) *Co-opted Trustee*

# Executive Summary

Topic	Main Points
Welcome by JM	<ul style="list-style-type: none"><li>JM opened the meeting and welcomed attendees</li><li>RB declaration of interest – Board member for Healthwatch Salford and Age UK Lancashire</li></ul>
HEALTHWATCH LANCASHIRE and HEALTHWATCH CUMBRIA Governance (DB)	<ul style="list-style-type: none"><li>Governance of Healthwatch Lancashire and HEALTHWATCH Cumbria is delivered by PF – compliant with legislation</li><li>Healthwatch Director meets with SLT once a week</li><li>CEO reports to the board of trustees once a month</li><li>Two Healthwatch public meetings are held each year (July and Jan)</li><li>Currently advertising for a Healthwatch chairperson with honorarium</li></ul>
HEALTHWATCH LANCASHIRE and HEALTHWATCH CUMBRIA – Presentation of the Annual reports	<ul style="list-style-type: none"><li>April 21-March 22 reports submitted to Healthwatch England</li></ul> <p><b>HEALTHWATCH CUMBRIA</b></p> <ul style="list-style-type: none"><li>Healthwatch Cumbria engaged with 15,827 people last year</li><li>133 members of the public approached HEALTHWATCH Cumbria for support/signposting to access services such as dentistry</li></ul>

	<ul style="list-style-type: none"> <li>• Key projects- West Cumbria Dental Project, Impact of Covid 19, Covid Vaccine project and Emergency Department project</li> <li>• 14,568 people engaged with Healthwatch Lancashire in the previous year</li> <li>• Seven enter and Views took place</li> </ul> <p><b>HEALTHWATCH LANCASHIRE</b></p> <ul style="list-style-type: none"> <li>• Healthwatch Lancashire engaged with 605 people from seldom heard from groups</li> <li>• Supported sixteen medical students</li> <li>• Healthwatch Lancashire key projects-Dare to Care, Mood of the public, Supporting Social care and Emergency department</li> <li>• It is essential that PF help develop the communication skills of medical students</li> </ul>
<b>HEALTHWATCH CUMBRIA Operational Report</b>	<ul style="list-style-type: none"> <li>• Face to face engagement with the public has increased since covid nineteen restrictions have been lifted</li> <li>• Hybrid Community Forums have been re-established</li> <li>• North Cumbria Primary Care Alliance have established a new model for GP service provisions</li> <li>• Discharge to assess Project – engagement with patients leaving hospital to ensure that the correct discharge processes are being followed</li> <li>• Future focus- Complete Healthwatch England quality framework, increases face to face engagement, refine systems and processes and embed the theory of change</li> </ul>
<b>HEALTHWATCH LANCASHIRE Operational Report</b>	<ul style="list-style-type: none"> <li>• Covid restrictions have provided challenges for Healthwatch Lancashire engagement work especially achieving the contractual KPI of conducting 30 enter and views.</li> </ul>

	<ul style="list-style-type: none"> <li>• Increased promotion of Healthwatch Lancashire through monthly E-newsletters and an increased social media presence.</li> <li>• Key projects-Emergency Care, Community Pharmacy services and enter and views</li> <li>• What is coming up – Day care services, Dare to Care, Vaccine hesitancy and safeguarding</li> <li>• Future Focus- Increased engagement with young people, Increasing the number of volunteers and broadening areas of work</li> </ul>
<b>Volunteers</b>	<ul style="list-style-type: none"> <li>• Contractual KPI to recruit forty volunteers in Lancashire</li> <li>• Two new Volunteer Co-ordinators have been recruited (one in Lancashire and one in Cumbria)</li> </ul>
<b>Healthwatch Together Progress Report</b>	<ul style="list-style-type: none"> <li>• RB's role is to lead the Healthwatch Together Collaborative between Healthwatch Cumbria, Healthwatch Lancashire, Healthwatch Blackburn and Darwen and Healthwatch Blackpool with a focus on reviewing and building internal and external Healthwatch governance processes</li> <li>• RB aims to facilitate a Healthwatch Together Development Day and build a system with the Integrated Care System (ICS)</li> <li>• HWT – 2 main projects: Covid 19 vaccine hesitancy project and Safeguarding Adults project</li> </ul>
<b>North East and North Cumbria Healthwatch Network</b>	<ul style="list-style-type: none"> <li>• North East and North Cumbria ICS is one of the largest in the country and includes thirteen local Healthwatch</li> <li>• The Healthwatch are supported by a working group who are developing how the network works with the ICS.</li> <li>• Healthwatch Cumbria are represented and are ensuring the voice of local people are included in this work.</li> </ul>

Quality and Performance	<p><b>HEALTHWATCH CUMBRIA</b></p> <ul style="list-style-type: none"> <li>• Successes-the amount of face-to-face engagement and number of reports produces</li> <li>• Challenges-the number of enter and view visits conducted. Recognition that Enter and View is one method of delivery and other methods are currently being used e.g. face to face public engagements</li> </ul> <p><b>HEALTHWATCH LANCASHIRE</b></p> <ul style="list-style-type: none"> <li>• Successes-the number of people engaged with, and the range of tools used to gather feedback</li> <li>• Challenges-engagement with seldom heard groups and the number of case studies. Plans in place to increase these during upcoming Vaccination project</li> </ul>
Finance – Q1 22/23	<p><b>Income:</b></p> <ul style="list-style-type: none"> <li>• Healthwatch Lancashire – £250,521.00</li> <li>• Healthwatch Cumbria – £64,364.00</li> </ul> <p><b>Expenditure:</b></p> <ul style="list-style-type: none"> <li>• Healthwatch Lancashire – £63,560.00</li> <li>• Healthwatch Cumbria – £39,919.00</li> </ul>
AOB	There was not any other business
End of the meeting	<ul style="list-style-type: none"> <li>• Next meeting 24<sup>th</sup> January 2023</li> </ul>

# Minutes

## 1. Welcome

John Mills Co-Chair of the People First Board of Trustees welcomed everyone to the Healthwatch Lancashire and Healthwatch Cumbria Public meeting and asked all attendees for any declarations of interest. Rimpay Bhatta, Healthwatch Together Strategic Lead declared she is a Board Member for Age UK

Lancashire and Healthwatch Salford, as well as owning two self-employed businesses.

## **2. Healthwatch Lancashire and Healthwatch Cumbria Governance**

David Blacklock CEO of People First outlined the governance of both Healthwatch. The governance of both Healthwatch Lancashire and Healthwatch Cumbria is delivered by People First and their board of Trustees which is compliant with legislation. The HW Director Lindsay Graham reports to People First Senior Leadership Team once a week, DB reports to the board of Trustees on operational activities, finance, quality, and performance each month. HW public board meetings are held twice a year in July and January to review strategy, quality, finance, and delivery of the current HW projects. Healthwatch Lancashire and Healthwatch Cumbria are currently out to advert for a chairperson to be appointed with honorarium who will take an ambassadorial role to support the governance of HW, attend board meetings, account for HW projects and function as a spokesperson.

## **3. Presentation of the Annual Reports – Healthwatch Cumbria and Healthwatch Lancashire**

Lindsay Graham Healthwatch and Advocacy Director presented the Healthwatch Lancashire and Healthwatch Cumbria Annual Reports for the period of April 2021–March 2022 which have been submitted to Healthwatch England.

Healthwatch Cumbria highlights included:

- Healthwatch Cumbria engaged with 15,827 people both in person and online last year which is a huge success especially with the restrictions in place due to Covid 19.
- 133 members of the public approached Healthwatch Cumbria for support/signposting to access services such as dentistry. Access to dentistry remains a challenge throughout Cumbria and Healthwatch Cumbria aim to focus on improving access to services this year.
- Key projects included: West Cumbria Dental Project which involved Healthwatch Cumbria staff engaging with the community in West Cumbria to gain feedback

on their experiences of dental provision in West Cumbria, Impact of Covid 19 project to identify the need for focus on Cumbrian residents experiencing current or new medical conditions through the Covid pandemic, Covid Vaccine Project which allowed for Engagement Officers to investigate the communities access to the Covid 19 vaccine and to identify any potential barriers and finally the Emergency Department Project which worked with patients in A&E to provide feedback on their experience of the A&E services and care they were receiving.

Three ways Healthwatch Cumbria make a difference were highlighted:

- I. Shining a light on trustworthy information
- II. Connecting people with service design
- III. Getting back out into the community and conducting face to face engagement

Healthwatch Lancashire highlights included:

- 14,568 people engaged with Healthwatch Lancashire in the previous year
- Seven Enter and Views were conducted in Care Homes last year, usually around 30 Enter and View Visits take place annually but, as access to care homes was restricted during Covid 19, achieving seven is seen as a success.
- Healthwatch Lancashire engaged with 605 people from seldom heard from groups such as prisoners, people from the travelling community, the elderly and ethnic minority groups.
- 16 Medical students supported Healthwatch Lancashire to engage with the local community and provided 512 engagement hours.
- Key projects included: Dare to Care Project which worked with unpaid carers to support them to pursue a career in local care homes, Mood of the Public Project which engaged with people who have been waiting a long time for medical treatment to establish how far individuals are willing to travel to access medical care, Supporting Social Care Project which worked with residents and staff of local care homes to improve provisions and finally the Emergency department project which engaged with 565 patients in local A&E departments to gather feedback on the experiences.

Three ways Healthwatch Lancashire make a difference were highlighted:

- I. Providing clear reliable information
- II. Connecting with young people
- III. Working in partnership to promote local support

DB highlighted the importance of providing medical students with the opportunity to work within the organisation to develop their approach to facilitating patient trust, improving communication with members of the public and ensuring a great bedside manner. The medical students who undertake work experience with PF are future Doctors and Healthcare professionals so it is key that PF does all it can to ensure their experience is fulfilling and beneficial.

#### **4. Healthwatch Cumbria Operational Report**

Oliver Pearson (OP) the Healthwatch Cumbria Manager provided operational updates on the work taking place throughout Cumbria. Easing of the Covid 19 restrictions has allowed for face-to-face engagement to re-commence and interactions with members of the public are increasing throughout the county with a focus on engagement with individuals from seldom heard from groups. There has been a focus on engagement with residents of HMP Haverigg, residents in local care homes (supported by 7 Enter and View visits) and engagement with staff and patients in local maternity units.

Healthwatch Cumbria's social media presence has also increased through regular Twitter updates and circulation of a monthly E-newsletter.

Healthwatch Cumbria project updates:

- Hybrid Community Forums have been re-established after Covid 19 and are currently being developed to encourage increased participation from the public.
- North Cumbria Primary Care Alliance have established a new model for GP service provision. Thirteen local GP practices have created an alliance to standardise the level of care their patients receive and to improve the ways in which patients provide feedback. This has been supported by the implementation of a NCPC Feedback Centre and regular patient participant group meeting.



- Discharge to Assess Project, engagement with patients leaving hospital to ensure that the correct discharge processes are being followed and to ensure that correct support is in place for individuals once they have been discharged from hospital. Engagement officers are gathering qualitative responses to allow them to create case studies from multiple perspectives.

Future focus – 2022/2023 priorities:

- Completion of the HWE Quality Framework.
- Increase face to face engagement and social media presence.
- Review and improve the current Healthwatch Cumbria systems and processes to accurately measure successes and the impact of engagement.
- Embed the theory of change – forecasting the end goal for each project to maximise the chance of success and to measure the impact.

Co-Chair of the People First Board of Trustees John Mills asked Oliver Pearson if he believed there were any associated risks with the division of Cumbria County Council into two new Unitary Authorities. OP said that he currently has no concerns regarding the council restructure but noted that maintaining key stakeholder relationships within the new unitary councils was essential.

## **5. Healthwatch Lancashire Operational Report**

Kerry Prescott (KP), the Senior Manager for Healthwatch Lancashire provided an operational update on the work taking place throughout Lancashire. KP noted that covid restrictions have provided challenges for Healthwatch Lancashire engagement work especially achieving the contractual KPI of conducting 30 enter and views. Seven Enter and Views have been conducted so far this year and engagement has also increased especially with individuals from seldom heard from groups. As a result of one of the Enter and View visits that have been conducted, a local care home has improved facilities for residents, increased resident choice at mealtimes and increased/improved visiting hours. There has also been increased promotion of Healthwatch Lancashire through monthly E-newsletters and an increased social media presence.

Healthwatch Lancashire Project updates:

- Emergency Care project – Engagement officers met with 565 patients in A&E Departments and held sixteen focus groups to establish any barriers in receiving care. The information they have gathered is being used to inform this year's winter health campaign throughout Lancashire.
- Engaged with 229 individuals during the Community Pharmacy Services project to gain understanding of challenges in the current delivery of services to help make improvements in future provisions.
- Enter and View visits to care homes – 7 visits conducted so far this year.

What is coming up?

- Day care services.
- Dare to Care Project has been extended for another 12 months to provide support for local care homes.
- Vaccine Hesitancy Project and Safeguarding project being conducted by HWT.

Future focus – 2022/2023 priorities:

- Driving forward increased engagement with young people and developing young people to become ambassadors for Healthwatch.
- Increasing the Healthwatch volunteering network to provide more support to volunteers and develop engagement opportunities.
- Broaden areas of work.

John Fell asked KP what her strategy was to engage with more young people in Lancashire. KP noted that she plans to work in partnership with local universities and colleges to develop their current relationship to drive forward HW ambassadors who can aid increased engagement with young people.

John Fell also asked how KP plans to meet the increased contractual KPI's set for Healthwatch Lancashire. KP reassured JF that she has made provision within the department's action plan to ensure all contractual Key Performance Indicators (KPI) are met and that she aims to recruit forty volunteers in Lancashire to help support engagement.

KP noted that there are currently multiple opportunities for Healthwatch Lancashire to carry out projects on behalf of the Integrated Care System (ICS) and that multiple organisations are regularly contacting Healthwatch Lancashire to conduct engagement work on their behalf. Healthwatch Lancashire is at the start of a 4-year contract which will provide a foundation of security to develop and build the new team in Lancashire.

## **6. Volunteers**

KP highlighted the importance of volunteers to support the engagement within both Healthwatch Lancashire and Healthwatch Cumbria. Volunteers bring a wealth of knowledge and experience and also provide an important lay person's opinion throughout projects. Both Healthwatch Lancashire and Healthwatch Cumbria have a renewed focus and drive to recruit more volunteers. Two dedicated volunteer co-ordinators have been recruited (one in Lancashire and one in Cumbria) to help achieve HW contractual KPI of recruiting forty volunteers.

## **7. Healthwatch Together Progress Report**

Rimpy Batta (RB) the Strategic Lead for Healthwatch Together introduced herself and provided general updates on the Healthwatch Together collaboration. RB's role is to lead the Healthwatch Together Collaborative between Healthwatch Cumbria, Healthwatch Lancashire, Healthwatch Blackburn and Darwen and Healthwatch Blackpool with a focus on reviewing and building internal and external HW governance processes. The two main aims of the work carried out by RB is to facilitate a Healthwatch Together Development Day to embed working practices within the collaborative and identify system issues and opportunities and to build a network with the integrated Care System by working with the Integrated Care Board to support the system to engage with individuals from seldom heard from groups and champion Healthwatch Together as a new collaborative model that can be implemented nationwide.

Project updates:

- Covid 19 Hesitancy Project – A project commissioned by the NHS to engage with members of the public who did and didn't receive the Covid 19 vaccination. A number of face to face and online focus groups were held

with individuals from seldom heard from groups such as homeless people, refugees, the elderly, and people from ethnic minorities to highlight challenges they experienced accessing the vaccine to help limit access issues in the future with vaccine rollouts. The engagement with focus groups is being supported by a Vaccine steering group ran by RB where patterns of feedback are highlighted and solutions for future vaccine projects are discussed.

- Safeguarding Adults project - The project will collaborate with individuals who have experienced the safeguarding process first hand to gain insight into their experience to ensure that the process in the future is person centred, outcome centred, in the best interest of the individual and improves practice development. A project plan has been drafted and submitted to the Lancashire Safeguarding Adults Board and is currently awaiting approval. The draft plan highlights targeting individuals experiencing poor mental health, self-neglect and domestic abuse as main cohorts.

Healthwatch Together future focus:

- Work with the ICS to oversee the development and delivery of community forums to involve people who use health and care services in each locality.
- Oversee development and delivery of community engagement strategy.
- Proactive approach to creating partnerships and facilitating stakeholder management within the Integrated Care System.

## **8. North East and North Cumbria Healthwatch Network**

LG outlined that the North East and North Cumbria ICS Network is one of the largest in the country and includes thirteen local Healthwatch in comparison to the 4 local Healthwatch that are within the Lancashire and South Cumbria ICS.

Key Milestones.

- Operational protocol developed to support all 13 Healthwatch to work together effectively.
- Integrated Care Board (ICB) representative elected.

- ICB funding agreed (around £100,000).
- Key Healthwatch Cumbria role within the North Cumbria Integrated Care Place

## **9. Quality and Performance**

### HEALTHWATCH CUMBRIA:

#### *Successes:*

- Total number of people engaged with
- Number of face-to-face interactions with the public
- Number of engagements held with people from seldom heard from groups
- Number of reports published

#### *Early warning that further action may be required:*

- The number of new Twitter followers (not achieved by 1)

#### *Improving but still requires attention:*

- The number of responses generated through the feedback centre (included in work plan for promotion)

#### *Area in need of attention:*

- The number of Enter and View visits conducted. (It was noted that Enter and View is one engagement method and other methods recorded are exceeding their targets).

### HEALTHWATCH LANCASHIRE:

#### *Successes:*

- The total number of people engaged with
- The wide range of engagement tools used
- The number of reports published

#### *Early warning that further action may be required:*

- The number of new visits to the Healthwatch Lancashire website

*Improving but still requires attention:*

- The number of enter and view visits conducted (plan in place to ensure annual target is achieved)
- The number of volunteer hours (new Volunteer Coordinator recruited)

*Area in need of attention:*

- The number of case studies (will achieve through vaccine project)
- The levels of engagement with people from seldom heard from groups (will achieve through vaccine project)

*Future Focus for both Healthwatch Lancashire and Healthwatch Cumbria:*

- I. Reviewing data systems across both Healthwatches in the light of changes in Healthwatch England support and requirements
- II. Using the data alongside the intelligence we gather to inform our work
- III. Increasing face to face engagement and networks
- IV. Volunteer recruitment, support and offer

## **10. Finance – Quarter 1 2022/2023**

DB provided a summary of the position for April-June 2022

### **Income**

- Healthwatch Lancashire- £250,521.00
- Healthwatch Cumbria- £64,364.00

### **Expenditure**

- Healthwatch Lancashire- £63,560.00
- Healthwatch Cumbria- £39,919.00

DB highlighted that the Healthwatch Lancashire income includes income for Healthwatch Together project work which will be shared between the Healthwatch Together collaborative. Last year there was a large underspend, and this was mainly due to challenges around recruiting staff and posts remaining vacant for a number of months. The recruitment process throughout the

organisation has been reviewed and developed with the support of a new external HR company to streamline the processes around recruitment and make job vacancies more accessible to potential applicants. One key change to the recruitment process is the shift away from completing an application form to the first stage of recruitment being to simply upload a copy of a Curriculum Vitae (CV) and then the application/interview process follows if candidates are short listed. HW currently holds a strong reserves position, so DB noted that both Healthwatch need to invest more into the departments to have the most impact on local people and communities. There are currently no concerns regarding HW cash flow.

**End of Meeting**